

# 211 LA Turning Disparity into Equity

*Maribel Marin  
Executive Director*





**A 501(c)3 nonprofit, 211 LA County is one of the nation's largest information and referral agencies, answering close to 500,000 calls annually.**





# Resource Database Contains Almost 50,000 Services/Programs

Past Contacts Search Reporting Admin Care Coordination

Keyword Agency/Site Drilldown Advanced

**MATCH LIST** Results (1-10 of 123 total)

Target Area Adjacent Area County-wide Close Matchlist

**SORT BY** Default

Download results in CSV (right click and select Save As)

**RESULT PAGE** 1 2 3 4 5 6

Show/Hide Map

**LOS ANGELES CHRISTIAN HEALTH CENTERS - JOSHUA HOUSE CLINIC**

[Physical]  
311 Winston St.  
Los Angeles, CA 90013

**Agency:** LOS ANGELES CHRISTIAN HEALTH CENTERS - JOSHUA HOUSE CLINIC

+ Taxonomy

**UNION RESCUE MISSION**

[Physical]  
545 S. San Pedro St.  
Los Angeles, CA 90013

**Agency:** UNION RESCUE MISSION

+ Taxonomy

**ALTAMED MEDICAL GROUP - ESTRADA COURTS SATELLITE CLINIC**

[Physical]  
1305 S. Concord St., #18  
Los Angeles, CA 90023

**Agency:** ALTAMED MEDICAL GROUP - ESTRADA COURTS SATELLITE CLINIC

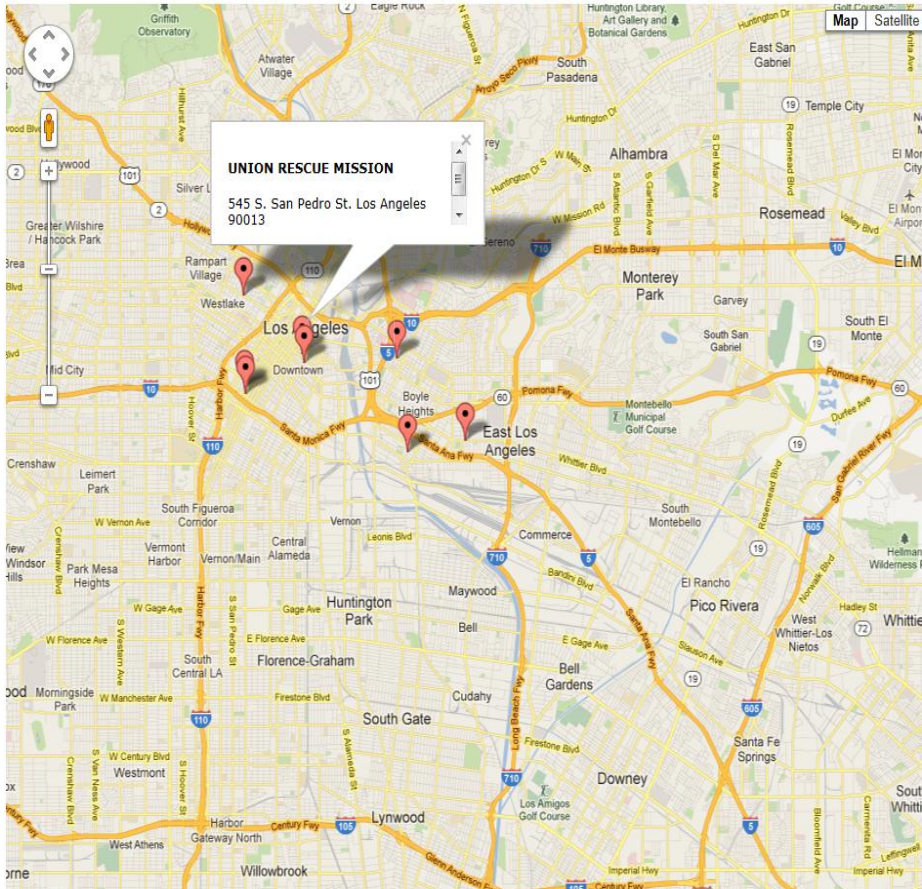
+ Taxonomy

**ARROYO VISTA FAMILY - LINCOLN HEIGHTS CENTER**

[Physical]  
2411 N. Broadway Ave.  
Los Angeles, CA 90031

**Agency:** ARROYO VISTA FAMILY HEALTH CENTER

+ Taxonomy



The map displays the Los Angeles metropolitan area with major freeways and city streets. Four red pins indicate the locations of the clinics listed in the database. A callout box for the Union Rescue Mission is shown, providing its address: 545 S. San Pedro St. Los Angeles 90013. The map includes a search bar and navigation controls.



# HOW IT WORKS

I can't pay my rent.



My child is on drugs.



I need food.



I need to find childcare.



I need a place to sleep.



211, yes how may I help you?

211

Yes, I can connect you with someone who can help.



RENTAL  
ASSISTANCE  
PROGRAM



DRUG REHAB  
CENTER



FOOD BANK



CHILDCARE  
RESOURCE AND  
REFERRAL



VOLUNTEER  
CENTER



# Ready to Give Up



Antonio, formerly incarcerated and with substance use issues, was **heartbroken** when his 2 year-old son Damian was detained by the County.

Navigating the court system left Antonio **feeling hopeless and ready to give up**. He was also concerned because Damian was not speaking and had been kicked out of daycare for behavior issues.

**Then he dialed 211...**



# No Doors Left to Open

Vinique had always worked—right up until a bad car accident left her in the hospital for eight months. Her husband Quincy had fallen on hard times. They lost their jobs, their home, their cars and ended up on the street with their three young kids. **They never thought they'd be homeless.**



With nowhere else to turn,  
**Vinique dialed 211...**



An aerial photograph of Los Angeles at dusk. The city's lights are visible against the darkening sky, with the downtown skyline featuring several prominent skyscrapers. The foreground shows a dense residential area with many smaller buildings and houses.

# Everyday Stories

Every minute, every hour stories like these are unfolding across Los Angeles County.

People are in need of services. They feel alone, hopeless and unable to navigate an intimidating County system.

Fortunately, help is just one phone call away:

**2-1-1**



# WHO CALLS 211 LA?



**85%** earn less than \$2,000 a month



**16%** are families with children age 0-5



**73%** are renters



**44%** are Latino & **34%** African-American



# In 2014

**76,000** Families with children  
0-5 years old and

**17,000** Pregnant women called 211 for services.

**1,267** families with children 0-5 were served at the  
Children's Court

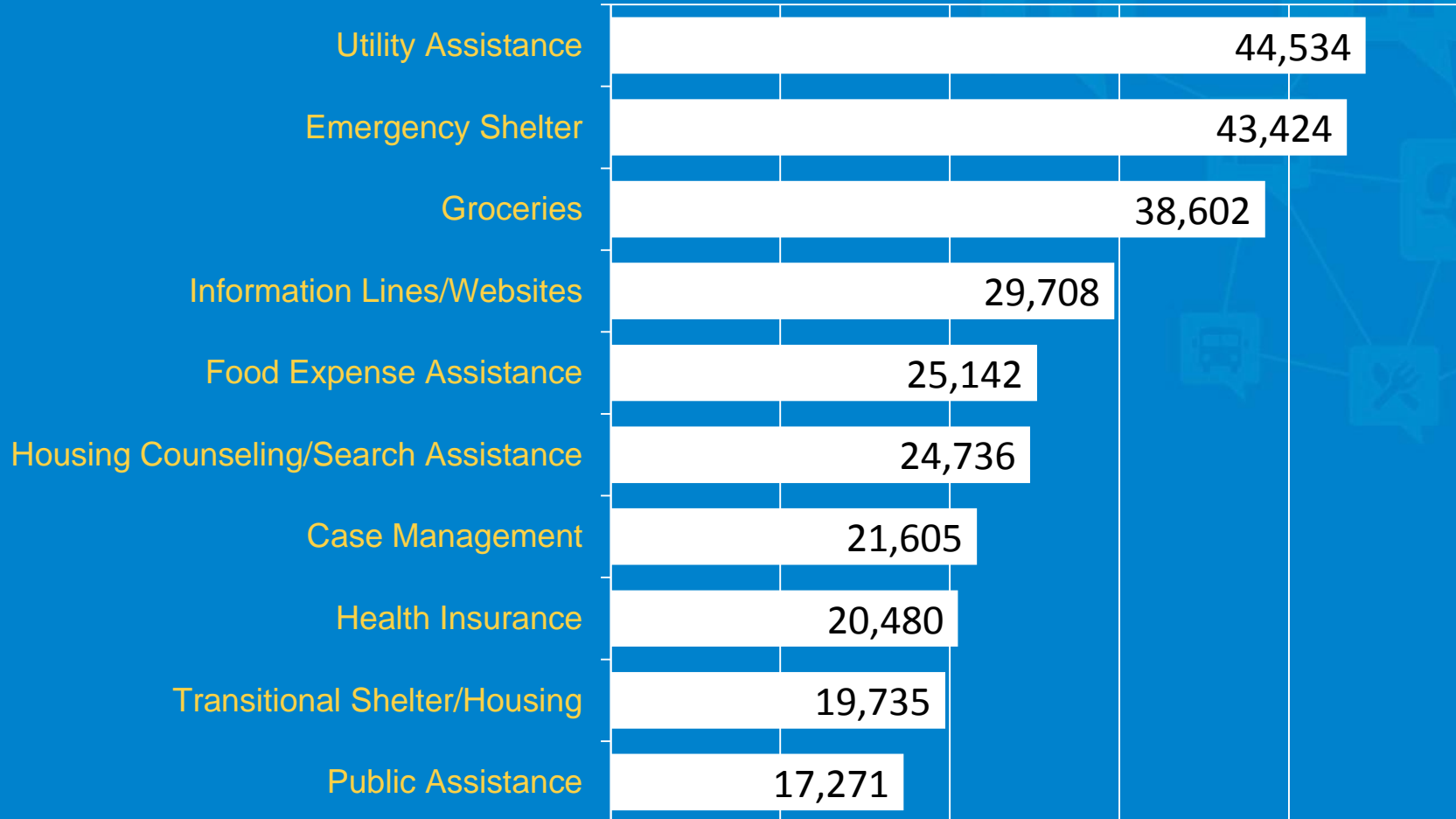
**1,200** calls were received on the Safely Surrendered  
Baby Hotline.





# WHY ARE THEY CALLING?

## Top Ten Service Requests 2014





# Changing Lives



Damian was **screened** for developmental delays and **connected** to early intervention services.

Antonio, clean and sober, has **a full-time job** and is learning how to advocate for his son.

***“The best thing that ever happened to me was getting full custody of my son. I am blessed to have run into the 211 program.”***

**Antonio Hernandez**



# Restoring Hope



211 connected Vinique and Quincy to an emergency shelter and then to their own apartment.

The family is together and starting over.

***“Come last July, we had a key to our apartment. If it wasn’t for 211, we would be lost. We’d be out on the street now.”***

Quincy Buiard





In 2009 - 211 LA  
launched its  
innovative, phone-  
based screening for  
families with 0-5  
aged children.





# Developmental Screening and Care Coordination of 211 Callers



From 2009 to 2014, **11,657** low-income Latino and African American children have been screened.



**59% (6,909)** of children screened at-risk for a delay/disability or behavioral emotional concern and were provided care coordination.



**56% (3,363)** of the at-risk children were confirmed to be receiving services and **34% (3,093)** connected to intervention services.



Over **60** partners serving as a continuum of care engaged through written agreements for accepting 211 referrals and data sharing.



# 211 LA at the Edmund D. Edelman Children's Court

- On-site information and referrals for about 250 families each month
- Critical point of contact for parents /caregivers working on reunification
- Foster Care pilot with DCFS conducted in 2014
- Free parent questionnaire offered to see how children are doing for their age
- Interested parents/caregivers transferred to the 211 LA Care Coordination phone line for developmental screening





# Foster Care Pilot



A pilot study from Jan'12 – Aug'14 looked at 229 children in foster care and 76% (173) screened with risk for developmental concern requiring care coordination



# Foster Care Pilot Outcomes

- **77%** called 211 for help with basic needs
- **90% (206)** have Medi-Cal coverage
- **56% (173)** of children at risk for developmental delay **received** intervention services
- **43% (173)** of children at risk for developmental delay were **connected** to referral agencies
- **154 (16 to 48 months)** children were screened using the M-CHAT - **22% (34)** “at risk” for autism



# Developmental Screening Results for Foster Children

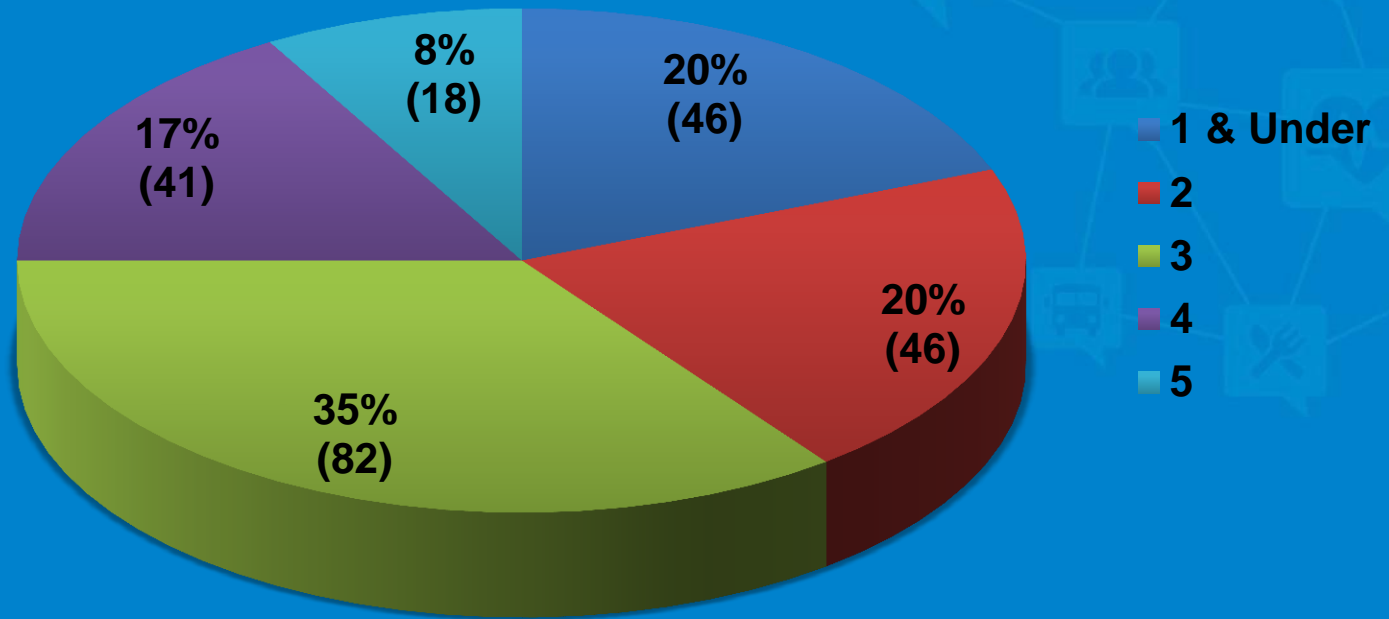
Developmental Screening Results (PEDS & PEDS:DM)	Number	Percent	National Comparison*
High Risk (Path A)	67	29%	11%
Moderate Risk (Path B)	62	27%	26%
Elevated Risk for Behavioral Emotional Problems/Low Risk for Delay/Disability (Path C)	46	20%	20%
Low Risk (Path E)	54	24%	43%
Total	229	100%	

\*Source: Data for 47,000 children screened online using Parents' Evaluation of Developmental Status(PEDS); demographics conform to the U.S. Census Bureau Population parameters



# Ages of Foster Children Screened

- 76% of the children are 3 & under

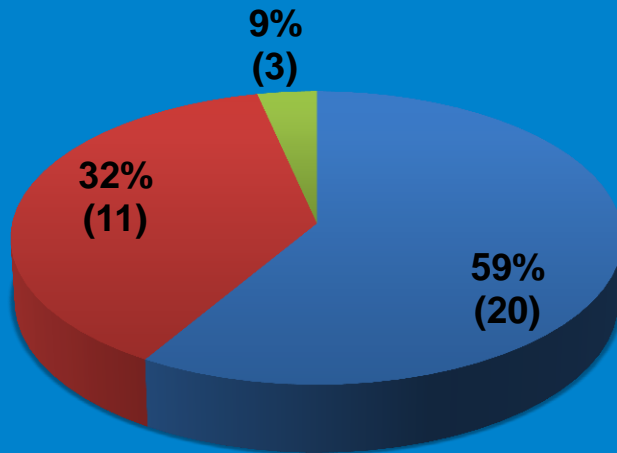


Total Children Screened in Foster Care: 229

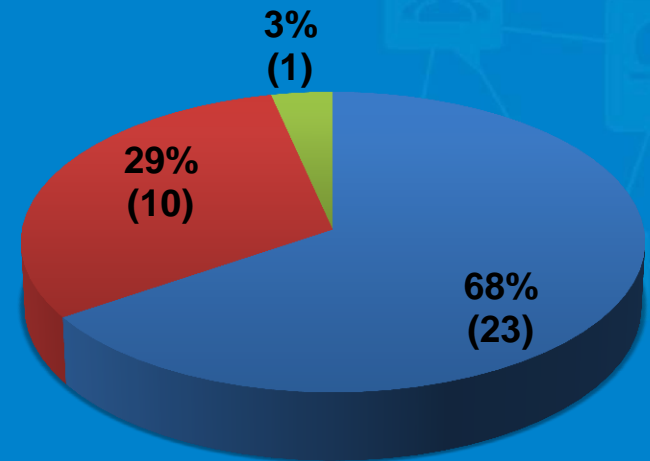


# Age and Ethnicity of Foster Children At-Risk for an Autism Spectrum Disorder

- 59% of the children are 24 Months & under



■ 16-24 Months  
■ 24-36 Months  
■ 36-48 Months



■ Latino/Hispanic  
■ Black/African American  
■ White/Caucasian

**Total : 34**



# Program and Service Referrals for Children that Screened in Foster Care

Program Type	Number	Percent
Head Start Program	70	28%
School District	60	24%
Regional Center (over 3 years of age)	43	17%
Early Head Start Preschool Program	30	12%
Early Childhood Mental Health	18	7%
Pediatric Well Baby/Child Follow-up	14	6%
Early Childhood Education	9	4%
Advocacy	5	2%
Hearing and Speech Evaluation	3	1%
	252	

\*One child screened can be given more than one referral, depending on nature of the case



# *Other 211 LA Services*

- **Safely Surrendered Baby Hotline (877-BABY-SAFE)**
- Elder Abuse Hotline
- **Code Enforcement – Unincorporated Area Helpline**
- Family Solutions System – Homeless Families Gateway
- **Winter/Year-Round Shelter Hotline**
- County Disaster Information/Public Emergency Services
- **Mobility Management for Job Seekers**
- Utility Assistance – CARE eligibility assessment
- **Veterans Portal Connection to VOALA Peer Navigators**
- On-Line Resource Directories for Re-Entry, Children & Families, Veterans, Transition Age Youth and soon to come: Sex Trafficking and Healthy Community Living



# 2-1-1 Your One-Stop Resource



- Free and Confidential
- 24 Hours / 7 Days a Week
- Multi-lingual Services
- Hearing Impaired Accessible
- On-line Resource Database
- [www.211LA.org](http://www.211LA.org)



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